

## Appendix 1 (as supplied by the authors): Example of patient persona

**“***Some of the food that I’m not supposed to eat I can eat, but the stuff I’m supposed to eat I have a hard time eating and I can’t afford.”***”**

**PERSONAL OVERVIEW:**

Mark is a recently divorced, 56 year-old unemployed construction worker living on a reserve in Manitoba. He was diagnosed in 2010 with chronic kidney disease when he went into hospital for gallbladder surgery. He also has diabetes. He attended a multi-disciplinary CKD clinic in the past. He has family that lives close by, but they are busy trying to manage their own social and financial issues. His ex-wife could no longer cope with the demands of caring for her husband and the lack of financial stability. He feels frustrated, but is optimistic about the future.

**GOALS:**

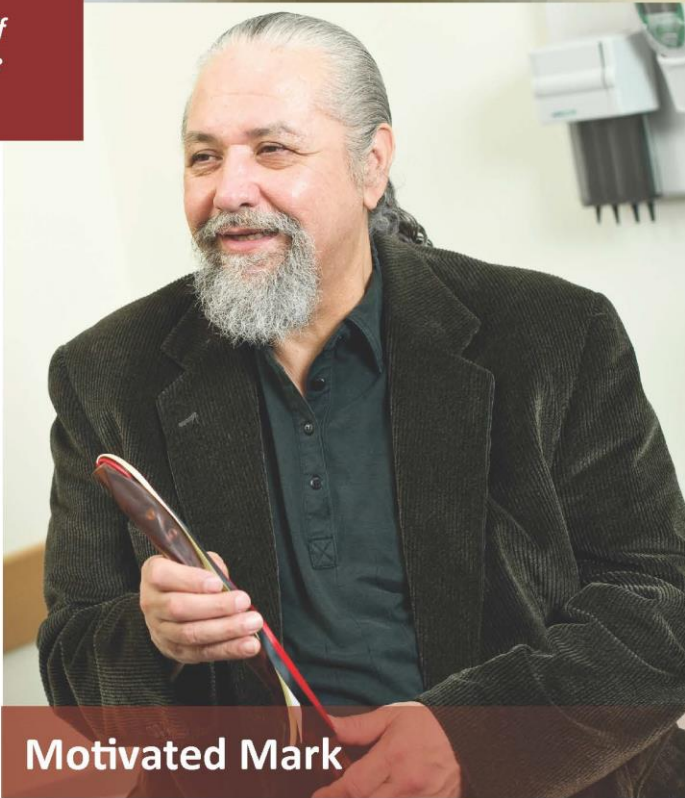
- Wants to feel well in order to be able to work part-time.
- Wants to know what he can eat, but more importantly what foods are affordable.
- Wants to reduce the number of pills he is taking, and continue to use traditional medicines.

**WHAT’S WORKING:**

- Having access to early CKD support.

**CHALLENGES:**

He has seen multiple health care professionals in the clinic setting. He found it very difficult to travel the 130 km to the clinic due to his poor eyesight. The diet information provided to him from the clinic was too general and not specific in managing his diabetes and kidney disease. He uses the Internet to look up information, but the Internet connection is unreliable.



**Motivated Mark**